



County of San Luis Obispo

GENERAL SERVICES AGENCY

JANETTE PELL, DIRECTOR

REQUEST FOR PROPOSAL PS- # SAN LUIS OBISPO COUNTY MENTAL HEALTH SERVICES ACT MOBILE CRISIS SERVICES

October 9, 2014

The County of San Luis Obispo (County) is currently soliciting proposals for professional services for Mobile Crisis Services as part of San Luis Obispo County's Mental Health Service Act Community Services and Supports (CSS) Component.

Each proposal shall specify each and every item as set forth in the attached specifications. Any and all exceptions must be clearly stated in the proposal. Failure to set forth any item in the specifications without taking exception may be grounds for rejection. The County reserves the right to reject any and all proposals and to waive any irregularity or informality in any proposal or in the Request for Proposal process, as long as, in the judgment of the County, such action will not negate fair competition and will permit proper comparative evaluation of the proposals submitted.

This Request for Proposal is posted on the County's Purchasing website at http://www.slocounty.ca.gov/GSA/Purchasing/Current_Formals_Bids_and_Proposals.htm. Any changes, additions, or deletions to this Request for Proposal will be in the form of written addenda issued by the County. Any addenda will be posted on the website. Prospective proposers must check the website for addenda or other relevant new information during the response period. The County is not responsible for the failure of any prospective proposer to receive such addenda. All addenda so issued shall become a part of this Request for Proposal.

If your firm is interested and qualified, please submit one (1) electronic copy of your proposal, in Adobe Acrobat Portable Data Format (pdf), through the County's Purchasing website at the address listed above, by **3:00 p.m.** on **DECEMBER/19/2014**.

All questions pertaining to the content of this Request for Proposal must be made in writing through the County's Purchasing website. All questions will receive a response within five (5) business days. Questions and responses will be posted (anonymously) on the Purchasing website, and can be viewed by accessing the Request for Proposal. The County reserves the right to determine the appropriateness of comments / questions that will be posted on the website.

If you have any questions about the proposal process, please contact the Buyer directly.

[Buyer (ALL CAPS)]

Buyer – GSA Purchasing

Buyer@co.slo.ca.us

AIRPORTS

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LOCAL VENDOR PREFERENCE

The County has established a local vendor preference. When quality, service, and other relevant factors are equal, responses to Requests for Proposals will be evaluated with a preference for local vendors. Note the following exceptions:

1. Those contracts which State Law or, other law or regulation precludes this local preference.
2. Public works construction projects.

A "local" vendor preference will be approved as such when, 1) The vendor conducts business in a fully staffed office with a physical address within the County of San Luis Obispo; 2) The vendor holds a valid business license issued by the County or a city within the County; and 3) The vendor has conducted business at the local address for not less than six (6) months prior to the due date of this Request for Proposal..

Proposals received in response to this Request for Proposal will be evaluated by the Selection Committee considering the local vendor preference described above when quality, service and other relevant factors are equal. The burden of proof will lie with proposers relative to verification of "local" vendor preference. Should any questions arise, please contact a buyer at (805) 781-5200.

	YES	NO
Do you claim local vendor preference?		
Do you conduct business in an office with a physical location within the County of San Luis Obispo?		
Business Address: _____ _____		
Years at this Address: _____		
Does your business hold a valid business license issued by the County or a City within the County?		
Name of Local Agency which issued license: _____		

Business Name: _____

Authorized Individual: _____ Title: _____

Signature: _____ Dated: _____

PROPOSAL SUBMITTAL AND SELECTION

1. All proposals must be submitted to the County's Purchasing website in Adobe PDF format no later than 3:00 p.m. on December 19, 2014. Late proposals will not be considered.
2. All costs incurred in the preparation and submission of proposals and related documentation will be borne by the proposer.
3. Selection of qualified proposers will be by an impartial Selection Committee using an approved County procedure for awarding professional contracts. Selection will be made on the basis of the proposals as submitted, although the County reserves the right to interview applicants as part of the selection process. The proceedings of the Selection Committee are confidential, and members of the Selection Committee are not to be contacted by the proposers.
4. This Request for Proposal does not constitute an offer of employment or to contract for services.
5. The County reserves the option to accept or reject any or all proposals, wholly or in part, received by reason of this request, and make more than one award, or no award, as the best interests of the County may appear.
6. All documents submitted to the County in response to this Request for Proposal will become the exclusive property of the County.
7. All proposals shall remain firm for sixty, (60) days following closing date for receipt of proposals.
8. The County reserves the right to award the contract to the firm who presents the proposal which in the judgment of the County, best accomplishes the desired results, and shall include, but not be limited to, a consideration of the professional service fee.
9. Any contract awarded pursuant to this Request for Proposal will incorporate the requirements and specifications contained in this Request for Proposal. All information presented in a proposer's proposal will be considered binding upon selection of the successful proposer, unless otherwise modified and agreed to by the County during subsequent negotiations.
10. The successful proposer is expected to execute a contract similar to the contract in Appendix A. This sample contract is for reference to the anticipated terms and conditions governing the County and the successful proposer. The proposer must take exception in their proposal to any section of the attached contract they do not agree with. Failing to do so will be deemed as acceptance by the proposer to the terms spelled out in the sample contract. The County reserves the right, in its sole discretion, to add, delete, or modify, or negotiate additional terms and conditions to the attached contract. BEFORE BEGINNING ANY WORK OR SUBMITTING A PROPOSAL IT IS ADVISED THAT PROPOSERS READ THE COUNTY INSURANCE AND INDEMNIFICATION REQUIREMENTS IN THE ATTACHED SAMPLE CONTRACT. The selected proposer will be asked to provide evidence that County insurance requirements have been met.
11. Under the provisions of the California Public Records Act (the "Act"), Government Code section 6252 et seq., all "public records" (as defined in the Act) of a local agency, such as the County, must be available for inspection and copying upon the request of any person. Under the Act, the County may be obligated to provide a copy of any and all responses to this Request for Proposal, if such requests are made after the contract is awarded. One exception to this required disclosure is information which fits within the definition of a confidential trade secret [Government Code section 6254(k)] or contains other technical, financial or other data whose public disclosure could cause injury to the proposer's competitive position. If any proposer believes that information contained in its response to this Request for Proposal should be protected from disclosure, the

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proposer MUST specifically identify the pages of the response that contains the information by properly marking the applicable pages and inserting the following notice in the front of its response:

NOTICE: *The data on pages _ of this response identified by an asterisk (*) contain technical or financial information, which are trade secrets, or information for which disclosure would result in substantial injury to the proposer's competitive position. Proposer requests that such data be used only for the evaluation of the response, but understands that the disclosure will be limited to the extent the County considers proper under the law. If an agreement is entered into with the proposer, the County shall have the right to use or disclose the data as provided in the agreement, unless otherwise obligated by law.*

The County will not honor any attempt by proposer to designate its entire proposal as proprietary. If there is any dispute, lawsuit, claim or demand as to whether information within the response to the Request for Proposal is protected from disclosure under the Act, proposer shall indemnify, defend, and hold harmless, the County arising out of such dispute, lawsuit, claim or demand.

PROPOSAL FORMAT

A qualifying proposal must address all of the following points and shall be in the format outlined in this section:

1. Cover Sheet

A Proposal must have a cover sheet which clearly identifies:

- a. Project Title
- b. Organization/Agency/Individual Name
- c. Executive Director and/or Program Contact Person
- d. Address
- e. Phone Number
- f. E-mail Address
- g. Amount of funds being requested
- h. A brief (50 words or less) description of proposed service (s)

2. Project Summary: Summarize your program/project by providing a brief description of proposed services based on project outlined in Exhibits section.**3. Organization:** Briefly describe your organization and its mission.**4. Project Description:** Based on project descriptions in following Exhibits section, describe the program or service being proposed, including:

- a. Summary of approach to be taken including strategies for ensuring adherence to the Guiding Principles of MHSA
- b. Target population to be served: Include demographics, geographic locations, and levels of risk
- c. Work Plan: Describe, in detail what activities will be conducted. Include descriptions of personnel, service location(s), and who will be responsible for each task, and qualifications of personnel to be assigned to this project. Please provide proposed staffing schedules, flowcharts, timelines, or any other documents outlining the proposed work plan.

*All projects are expected to start July, 2015 and carried out until June 30, 2018. However, contracts are issued annually by Fiscal Year and subject to renewal.

5. Data Collection and Performance Measurement: How will the service being proposed achieve its goals? Based on the strategies and work plan proposed, please provide a detailed response to the following:

- a. What is the goal(s) of the proposed program? What data, feedback, or information was used to determine the program goal(s)?

- b. What meaningful, measurable outcomes will be targeted to be achieved?
 - c. What are the program objectives to actualize the stated outcomes?
 - d. How will these results be measured? What information will be collected, and what tools or methods will be used to gather data? If available, please include a sample of a measurement instrument your organization would use in carrying out this service.
 - e. How will data be analyzed and reported to the County? How will the provider use data and measures to affect service delivery?
6. Organizational Capacity: Describe your organizational capacity to successfully carry out the proposed activities.
- a. If applicable, describe any current or past projects your organization has conducted in partnership with San Luis Obispo (SLO) County's Behavioral Health Department. If you have not worked in partnership with SLO County, please describe your activities working with other Counties or organizations to provide specialty mental health services.
 - b. Please describe your capacity to conduct activities using an electronic health record. What are your information technology resources, and/or what needs would you require to conduct the proposed activities.
 - c. Please describe your fiscal/accounting procedures and capacity. How will you conduct billing and auditing procedures? Please submit your last audited financial statements.
 - d. Provide three client/business references from recent related projects, including name, address, email, and phone number of individuals to contact for referral.
7. Cultural Competence: Describe your agencies cultural competence in program approach, staffing, and organization governance.
- a. Describe how services proposed will meet the requirements of cultural competence set forth in the County's MHSA plan.
8. Program/Project Budget:
- a. A line item budget is required that:
 - 1) Outlines revenue and expenditure projections for one fiscal year (July-June)
 - 2) Budget projection should include estimated Medi-Cal and other revenue reimbursement offsets if available
 - b. A budget narrative is required that:
 - 1) Describes each line item
 - 2) Explains the necessity of each item
 - 3) If these funds will be used for a match required by other funding sources, please list the

funding source and the amount of match required.

9. Fees and Insurance

Please provide information documenting your organization's assurances for the following:

- a. The selected Contractor will be required to provide insurance coverage in the amount of \$2,000,000.00 General Liability Insurance, \$ 1,000,000.00 of Professional Liability Insurance, \$1,000,000.00 Employer's Liability, and \$1,000,000.00 in Auto Policy (including owned, non-owned, and hire vehicles). This amount of insurance coverage shall be reflected in your budget.
- b. The selected Contractor shall provide within five (5) days after the Notice of Award is issued a certificate of liability insurance naming the County of San Luis Obispo and its employees and officers as additionally named insured. This shall be maintained in full force and effect for the duration of the contract, plus five (5) years after completion of the contract and must be in an amount and format satisfactory to the County.
- c. Contractor shall defend, indemnify and hold harmless the County, its officers and employees from all claims, demands, damages, costs, expenses, judgments, attorney fees, liabilities or other losses that may be asserted by any person or entity, including Contractor, and that arise out of or are made in connection with the acts or omissions, relating to the performance of any duty, obligation, or work hereunder. The obligation to indemnify shall be effective and shall extend to all such claims and losses, in their entirety, even when such claims or losses arise from the comparative negligence of the County, its officers and employees. However, this indemnity will not extend to any claims or losses arising out of the sole negligence or willful misconduct of the County, its officers and employees.
 - 1) The preceding paragraph applies to any theory of recovery relating to said act or omission by the Contractor, or its agents, employees, or other independent contractors directly responsible to Contractor, including, but not limited to the following:
 - i. Violation of statute, ordinance, or regulation
 - ii. Professional malpractice
 - iii. Willful, intentional or other wrongful acts, or failures to act
 - iv. Negligence or recklessness
 - v. Furnishing of defective or dangerous products
 - vi. Premises liability
 - vii. Strict Liability
 - viii. Inverse condemnation
 - ix. Violation of civil rights
 - x. Violation of any federal or state statute, regulation, or ruling resulting in a determination by the Internal Revenue Service, California Franchise Tax Board or any other California public entity responsible for collecting payroll taxes, when the Contractor is not an independent contractor.

- 2) It is the intent of the parties to provide the County the fullest indemnification, defense, and “hold harmless” rights allowed under the law. If any word(s) contained herein are deemed by a court to be in contravention of applicable law, said word(s) shall be severed from this contract and the remaining language shall be given full force and effect.

REVIEW AND SELECTION CRITERIA

Proposals will be reviewed and prioritized, among other things, on:

- a. Capacity to successfully provide services
- b. Organizational ability to carry out the proposed services, including experience with the target population
- c. Demonstration of understanding of the proposed service goals
- d. Capacity to collect relevant data and participate in project evaluation

PROJECT BACKGROUND

The San Luis Obispo County Behavioral Health Department (SLOBHD) invites proposals for community agencies and organizations to provide services as outlined in the San Luis Obispo County Mental Health Services Act (MHSA) Community Services and Supports (CSS) component of the Three-Year Program and Expenditure Plan. The complete MHSA plan was approved by the State of California Mental Health Services Oversight and Accountability Commission. The most current plan may be viewed at:

<http://www.slocounty.ca.gov/Assets/MHS/pdfs/MHSA+Annual+Update+2014-2015.pdf>

PROJECT SCOPE

The County of San Luis Obispo’s Behavioral Health Department is seeking proposals for the implementation of a robust, comprehensive mobile crisis service to address psychiatric emergencies throughout the county. Service providers must be well-qualified, and highly trained to carry out field services. This includes, but is not limited to, psychiatric emergency assessment, screening, intervention, crisis resolution, referral, and follow-up care. Eligible providers must be community-minded, collaborative, and client-centered.

The goal of the Mobile Crisis Service project is to improve community wellness with an immediate, high quality response to psychiatric emergencies, County-wide. Objectives of the project are to 1) reduce the need for involuntary treatment by providing robust crisis intervention and crisis respite services in the community with strong linkage to outpatient Behavioral Health Services; 2) when applicable, assist community members in utilizing an array of alternative voluntary and involuntary inpatient treatment options outside the County; 3) when necessary, effectively and collaboratively utilize the County’s 16 bed Psychiatric Health Facility.

Existing Mobile Crisis Services respond, on average, to 1500 crisis situations annually. In 2012-2013 the Mobile Crisis program made 1,644 contacts. In that year 936 (56%) were diverted from inpatient admission. Of those, approximately 29% engaged in outpatient Mental Health services.

The following components are required to be delivered as part of the complete Mobile Crisis Services program. However, if an individual or organization is interested in delivering only one or more of the

components, please note this in the proposal.

1A. Crisis Intervention Services

The selected Provider shall provide **Crisis intervention services** defined as an immediate therapeutic response by phone and/or face to face contact. This response shall encompass multiple functions including direct service provision of counseling and/or mental status evaluation, information regarding Mental Health services and related issues, referral to alternate resources and consultation with referring agencies and/or client's significant others. The specific responsibilities of the Provider will be as follows:

Provider will provide Crisis Responders for crisis intervention services 24 hours per day 7 days per week, except as otherwise noted. Crisis intervention services shall include:

- a. Arranging for Welfare and Institutions Code Section 5150 or 5585 evaluations and assessments for persons identified as danger to self, danger to others or gravely disabled due to a mental disorder and refer to SLO Psychiatric Health Facility (PHF) or arrange for psychiatric services as required.
- b. If a person is not placed in custody pursuant to Welfare and Institutions Code Section 5150/5585, provider's crisis responders will stay with person until crisis decreases and follow up with person the next day with person's consent in person or by telephone. Provider will ensure crisis responders provide referrals and linkages to social and other service providers, facilitating an expedited referral to needed or requested services.
 - o For all calls not resulting in a Welfare and Institutions Code Section 5150/5585 hold or subsequent placement in a locked acute care setting, Provider will conduct follow-up phone calls or in person visits within 24 hours of crisis call.
- c. Crisis Responders will provide face to face or telephone mental health services to the individual to strengthen the person's coping skills and abilities during a stressful life situation to prevent potential crisis hospitalizations.
- d. Crisis Responders will provide assessments and evaluations of clients at the Behavioral Health clinics, the County jail, Juvenile Hall, local hospital emergency rooms or other designated areas, schools, and locations requested in partnership with law enforcement.
- e. Crisis Responders may provide crisis response services for Adult Protective Service clients from Monday through Friday during the overnight hours from 5:00 p.m. to 8:00 a.m.; 24 hours per day on weekends starting at 5:00 p.m. on Friday to 8:00 a.m. Monday; and 24 hours per day to cover County holidays when County staff are not available.
- f. Provider shall provide County with necessary documentation of each contact using format designated by County and will contain all data necessary as required by the Behavioral Health Department, including event monitoring forms, records of client interviews, progress notes and assessments. All documentation shall meet Medi-Cal and Medicare requirements. Client records and notes shall be maintained by the County and incorporated into the Behavioral Health Medical Record as appropriate.
 - o Crisis Responders will provide accurate documentation of Medi-Cal Administrative Activities (MAA) when providing a crisis intervention to an individual that is not an active client with County Mental Health with the goal of linking the individual to mental health services and encouraging their participation in appropriate treatment.
 - o All crisis and follow-up documentation will be completed in Anasazi in a timely manner according to County policy.
 - o Crisis Responders will complete County Behavioral Health forms as required in accordance with the County's Treatment Plans and Documentation Guidelines Policy.
- g. Crisis Responders shall respond to all calls immediately that are received from Behavioral Health staff, the San Luis Obispo (SLO) Hotline, Transitions-Mental Health Association; or other local first-responder agencies.

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- If the individual in crisis is available by phone, the Crisis Responder will call individual within 10 minutes; however, every effort shall be made to provide face-to-face intervention. Face to face response is required for all requests for service from Hospital Emergency Departments.
 - If a community face-to-face intervention is required, mobile crisis will respond within 30 minutes (with the exception of face-to-face interventions in remote County locations, for those interventions mobile crisis will respond within 60 minutes). If the individual cannot be contacted by phone, provider will report back to referring agency
- h. Crisis Responders will call the Psychiatric Health Facility (PHF) upon dispatch to prepare for any potential support needs (i.e. additional PHF staff for a likely admission or alternative placement coordination). Crisis Responders will call PHF as soon as determination of admission or non-admission is made.
- i. Crisis responders will ensure that the Hospital Emergency Departments are provided with written documentation that includes the determination of the 5150/5585 assessment, the secured placement and/or the plan for a safe diversion is provided to the Hospital Emergency Departments (E.D.) prior to leaving the E.D.
- j. Crisis Responders must always consult with the Psychiatric Health Facility on-call Psychiatrist regarding minors under 18 years of age, before the Crisis Responder may determine that the minor does not require hospitalization based on Welfare and Institutions Code Section 5585 criteria.

1B. Crisis Services Administration

Provider will provide coordination, oversight and management of the Mobile Crisis Services described above. The individual or organization providing Mobile Crisis Services will be responsible to:

- a. Provide a Crisis Team Director to perform the following duties: Provide Crisis Responders to ensure Crisis Intervention Services are available 24 hours a day/7 days per week.
- b. Provide regionalized services to efficiently and effectively respond to calls in the Northern and Southern parts of the County
- c. Be responsible for supervision of Crisis Responders and administration of all personnel employed by Provider
- d. Review all crisis responders' documentation for crisis intervention services provided to ensure completeness for compliance and billing requirements as directed by County. All crisis and follow-up documentation will be completed in Anasazi in a timely manner according to County policy.
- e. Provider shall be responsible for providing:
 - Quarterly Progress Reports within 30 days of the end of each quarter;
 - An Annual Progress Report within 30 days of the end of the fiscal year;
 - Any MHSA Progress or Evaluation Report that is required, and or as may be requested by the County. The Provider shall cooperate with the County for the compilation of any data or information for services rendered as may be necessary for the County to conform to MHSA reporting guidelines.
- f. Provide copies of policies and procedures for review by County at the beginning of the contract year.
- g. Provider will complete and submit County-provided log detailing crisis calls, including date/time information, responses, and outcomes. Electronic log file will be due by the 5th day of the following month
- h. QUALIFICATIONS: The Crisis Team Director shall have a Master's degree in either social work, psychology or a related field and must possess a valid California license as RN with a Master's Degree; LCSW; MFT; or Ph.D. He/she shall have five years experience in the provision of community Mental Health Crisis services and two years supervision of behavioral health services.
 - Crisis workers shall be a Licensed Psychiatric Technician and/or have a BA in behavioral sciences or an AA with two years experience in Mental Health Crisis work or a closely

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related field. Master's degree and license eligibility is preferred. If the State Department of Health Care Services or Federal Medi-Cal requirements change, Provider staff must meet those requirements.

- i. Be responsible for maintaining a staff roster indicating the requirements listed above have been met. A staff roster must be submitted to designated County staff within 30 days of signing the contract and when staffing changes occur.
- j. All Crisis Responders shall wear County-approved identification badges and appear in professional attire based on industry standards while on duty, be tested for tuberculosis, and have a documented background check on file with the Crisis Team Director.
- k. Meet cultural, ethnic, and linguistic needs of individuals served in accordance with San Luis Obispo County Behavioral Health Services Cultural Competence Plan, including access to services in the appropriate language and/or reflecting the appropriate culture or ethnic group
- l. Maintain effective relationships with local law enforcement and other first-responder agencies by providing four (4) Crisis Services presentations and community services training in responding to mental health emergencies. Presentations shall be documented and reported with rosters and agendas, including contact information, and submitted to designated County staff within five (5) days after the training.